***This is only a **preview** of the exam task statements for the Training & Experience Examination. You will be asked to respond to each task statement indicating how your training and experience relate to each. To take the actual exam, please refer back to the bulletin and click the "Click here to go to the Internet exam" link at the bottom of the bulletin.

Training and Experience Evaluation Preview
Information Technology Supervisor 1

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your education, training and experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the examination process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

To answer all the test items (task statements) in this exam, you will be required to choose from among the provided answers, and to enter (type in) specific information about your experience. Work references will also be requested.

Be prepared to give specific information about the length and breadth of your work experience. Also, be prepared to provide specific information about where you received your experience.

Verification of References
Before a hiring decision will be made, your responses will be verified. A hiring manager or personnel staff member will contact the references you have provided to confirm job dates, experiences, duties, achievements, and/or possession of knowledge, skills, and abilities. Failure to provide adequate references AND contact information may significantly limit our ability to make a job offer.

<u>Instructions</u>

Rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every question and provide relevant examples. Also, indicate the references who can verify the information provided.

In responding to each statement, you may refer to your WORK EXPERIENCE, whether paid or volunteer, your EDUCATION, and/or FORMAL TRAINING COURSES you have completed.

PLEASE NOTE: This examination is designed to gain an overall assessment of your education, training, and experience as it directly relates to the duties and the knowledge, skills and abilities required for this position. Possession of specific education is **<u>not</u>** required to be successful in this examination; however, such achievements may substitute for desirable levels of experience. All components of this examination have been carefully validated by tying them directly to job requirements and documenting their relevance to the position.

Tasks for Information Technology Supervisor 1:

1. Formulating procedures, standards, or policies for technology implementation utilizing various communication methods (e.g., manuals, proposals, checklists, presentations).
2. Recommending procedures, standards, or policies for technology implementation utilizing various communication methods (e.g., manuals, proposals, checklists, presentations).
3. Independently designing technology solutions across single and/or multiple platforms in alignment with organizational needs, industry technical and security standards, and best practices.
4. Independently implementing technology solutions across single and/or multiple platforms in alignment with organizational needs, industry technical and security standards, and best practices.
5. Assisting in information technology project management activities (e.g., metric collection, project risk analysis, developing/updating project plans) to ensure deliverables are in alignment with project objectives.
6. Communicating technical and non-technical information (e.g., technical requirements, project statuses, issues) related to technology activities to stakeholders (e.g., staff, users, management, engineers).
7. Leading teams of internal and external stakeholders (e.g., business analysts, technical staff, support staff, subject matter experts) to achieve organizational technology objectives.
8. Conducting research and analysis of technology trends, tools, and/or industry best practices to formulate technical strategies to meet current and future organizational needs.

9. Performing problem and incident management activities (e.g., troubleshooting, incident investigations, issue tracking, documenting and reporting the incident lifecycle) to resolve system interruptions and/or client incidents.
10. Consulting and collaborating with stakeholders (e.g., users, management, clients, engineers) to achieve organizational objectives.
11. Monitoring and/or analyzing security controls (e.g., log files, reports, dashboards, alerts, procedures) to ensure compliance with security policies, standards, regulations, and technical best practices.
12. Assisting with personnel development and oversight (e.g., leading, mentoring, training, hiring, coaching) to develop and maintain high performing and collaborative teams.
13. Communicating technical information to non-technical people in clear language to ensure comprehension.
14. Utilizing Project Management principles to ensure timely completion of projects/assignments.
15. Leading or coordinating teams to achieve individual and/or team success.
16. Setting goals and priorities to allow for timely completion of work.
17. Analyzing laws, rules, regulations, and policies to ensure compliance.